

## MONITOR TIERED PERFORMANCE STANDARD FOR LOCAL AGENCIES

The standard level of performance expected to be achieved by agencies is considered to be 80% or higher. Agencies with a score of 80% or higher at the time of monitoring will fall in the **first tier**. Agencies with a score between 65-79% will fall in the **second tier** and agencies with a score of less than 65% will fall in the **third tier**.

Let's take a look at the differences in the corrective steps assigned to each tier.

**FIRST TIER:** Agencies with a score of 80% or more at the time the State performs the monitoring review will:

1. Submit and have accepted a corrective action plan which addresses the area(s) where occurrences were found.

Follow up by State Office staff:

- a) On-site monitoring visit in two years.

**SECOND TIER:** Agencies with a score of 65% to 79% at the time the State performs the monitoring review will:

1. Submit and have accepted a corrective action plan which addresses the area(s) where occurrences were found.
2. Agency will complete a self-monitoring of ten (10) program charts per quarter for 3 quarters; 5 charts for nutrition, and 5 charts for administration. After the self-review is completed, the chart findings will be sent to the State office.
3. If at the 12-month chart review there is no significant improvement in the reduction of occurrences, a meeting will then be set up to include State office staff, the local program staff and their management where a discussion on program integrity and performance standards takes place.

Follow up by State Office staff:

- a) On-site monitoring visit in two years.

**THIRD TIER:** Agencies with a score of 64% or less at the monitoring review will:

1. Start with a state and local staff meeting, either in person or through a conference call, where the members of the meeting will address issues of program integrity and performance standards with all the non-compliant occurrences identified and steps for correction committed to **before** a corrective action plan is submitted by the Local Agency for approval to the State office staff.

2. Submit the corrective action plan showing how the program will fix the problem, and submit it to the State office for review and acceptance.
3. Agency will complete a self-monitoring of ten (10) program charts for 3 quarters; 5 charts for nutrition, and 5 for charts for administration. After the self-review is completed, the chart findings will be sent to the State office.

Then after all of that is completed satisfactorily. The state will perform a:

- a) Quality assurance chart review within six months following the monitoring visit and again at 12 months. Results of these reviews will be shared with the agency.
- b) If at the 12-month quality assurance chart review by the State WIC office staff there is no significant improvement in the reduction of occurrences, a meeting will be set up with State agency staff, the local program staff and their management to discuss the program's integrity and performance standards.
- c) Technical assistance from a competent source may be required. That would be with State Agency staff or with other approved sources.
- d) On-site monitoring visit will be completed **each year** until at least a second tier score is received by the agency.

At this point if the Local Agency has other WIC program contracts (i.e. Farmer's Market, BFPC), a discussion will be had regarding the possible non-renewal of those contracts.

The State agency staff will also be completing the final monitoring report and sending that report to the local agency within 30 days of the monitoring visit.